

**Disclosure FIS8-2000-0627**

Prepared for and/or by an IBM Attorney - IBM Confidential

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**\* Title of disclosure (in English)**

IBM Global Services Portal Enablement Business Method

**Summary**

Status	
Processing Location	
Functional Area	
Attorney/Patent Professional	
IDT Team	
Submitted Date	
Owning Division	
Incentive Program	
Lab	
Technology Code	
PVT Score	

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**Select Functional Area**

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Response Due to IP&amp;L [REDACTED]

**\*Main Idea**

1. Describe your invention, stating the problem solved (if appropriate), and indicating the advantages of using the invention.

In our view, a "knowledge portal" is a web-based tool which provides information delivery capability to individual knowledge workers who need access to a broad spectrum of knowledge. It retrieves and indexes data or content from multiple knowledge sources and delivers that content to the user organized in a way that is highly relevant and intuitive.

A key challenge an organization faces in implementing a knowledge portal is balancing the need to deliver immediate relevancy to each user with the high cost of personalization at the individual user level.

The major decisions involved with designing a knowledge portal include:

- who the portal is really for
- what knowledge it should access
- where that knowledge resides or gets created
- how the knowledge should be structured and customized both for individuals and for groups
- how the portal can provide and link collaborative environments
- what business applications should be accessed or integrated.

Our invention is a unique method for making these design decisions by:

A. Taking advantage of the natural clustering of an organization's knowledge workers into communities whose members share:

- a common base of knowledge, tools, and processes,
- ways of conceptualizing or organizing that knowledge,
- a set of peers with whom they typically network or collaborate.

These shared characteristics correspond closely to the key decisions required to design the knowledge portal. Using a community focus in the portal design effort results in an appropriate compromise between the comparatively low relevancy to individual users inherent in an organization-wide "one size fits all" design and the high cost of requiring each individual to invest the resources needed to customize his or her own portal.

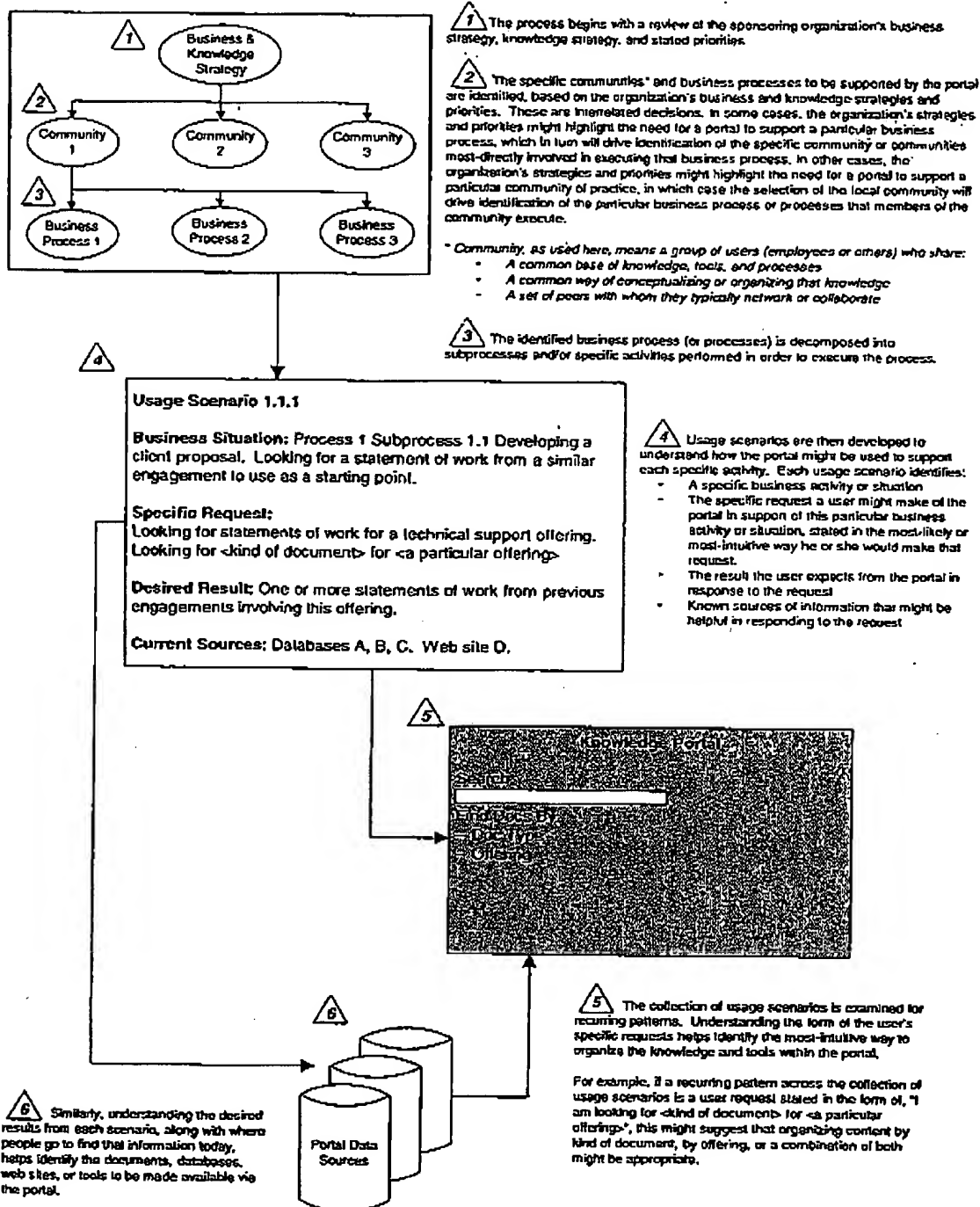
B. Maintaining direct alignment among the organization's business strategies, its communities, its processes, and the content and organization of the portal.

2. How does the invention solve the problem or achieve an advantage, (a description of "the invention", including figures inline as appropriate)?

The diagram below describes how our method guides the design process by exploiting the natural clustering of an organization's knowledge workers into communities while also maintaining the alignment

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among the organization's business strategies, its communities, its processes, and the content and organization of the portal.



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**Note:** At each stage in the process, we ensure the decisions made remain in alignment with the original driving strategies and organizational priorities.